

# TAC Readiness Checklist - Deployment

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<b>Version</b>	<b>Reason for Change</b>	<b>Date</b>
0.1 – Draft	Created Document	June 2, 2015
0.2 – Draft	Project Team Review & Updates	June 3, 2015
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1.1 – Draft	Updates	July 16, 2015
2.0 – Final	Pilot Release	July 16, 2015
3.0 – Final	Deployment	September 30, 2015

## TAC Readiness Checklist

Congratulations! Your office will transition to the Astea Application on **Monday, October 12th**. In preparation for the transition, we have created the following checklist of items for you in order to prepare for the transition.

### Astea Project Support Contacts

For support with Astea or Astea Mobile please contact the following:

- **Phone** – 317-813-9087 (for urgent usability issues and after hours support)
- **Email** – [ServiceDispatchSupport@sbdinc.com](mailto:ServiceDispatchSupport@sbdinc.com) (the email box is monitored Monday – Friday, 8:00 a.m. to 5:00 p.m. EST.)

#### TAC

- ✓ Download and install Astea Back Office
  - See “How To” attachment for instructions on how to download and install
- ✓ Login to Astea
  - See “Employee List” attachment with Tech user name
  - Password = **Astea123** (case sensitive)
  - See “How To” attachment for instructions on how to login
- ✓ Complete the training located at the following URL: <http://iservice.stanleycss.com/asteatraining/>
- ✓ Notify [ServiceDispatchSupport@sbdinc.com](mailto:ServiceDispatchSupport@sbdinc.com) of any missing technician credentials or any technician that is no longer with the company